

COMPLAINTS POLICY 2025

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Title:	Complaints Policy 2025	
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Applicability:	All organisation	

This policy applies to services brought to you by L&L Consultancy Group Ltd, including the 360 Home Check service.

Introduction

This Complaints Policy outlines the procedures for handling complaints or concerns raised by customers, their families, or others. Such a policy ensures that complaints are addressed fairly, promptly, and in a way that helps improve services.

Complaints Policy for Care Assessment Organisation

1. Purpose and Scope

The purpose of this policy is to ensure that complaints from customers, their families, carers, and other stakeholders are dealt with effectively, in a manner that is fair, transparent, and timely. This policy applies to all individuals receiving care assessments or services provided by the organization.

2. Principles

- **Fairness:** All complaints will be treated fairly and objectively.
- **Confidentiality:** Complaints will be handled with respect to confidentiality, in line with data protection laws.
- **Timeliness:** Complaints will be acknowledged promptly and investigated as quickly as possible.
- **Accessibility:** The complaints process will be easily accessible and communicated clearly to all customers.
- **Responsiveness:** The organization will take appropriate action to address complaints and improve services where necessary.

3. Who Can Complain

- Customers (individuals receiving assessments)
- Family members or carers of the customer
- Advocates on behalf of the customer
- Other stakeholders

4. How to Make a Complaint

Complaints can be made through any of the following methods:

- **In writing:** By letter or email to the complaints officer or designated contact point.
- **By phone:** Contact the designated phone line for complaints.
- **In person:** Directly to a member of the staff or the complaints officer.
- **Online:** Using an online form or portal (if available).

Customers and others are encouraged to provide the following information:

- The nature of the complaint or concern
- Relevant details (e.g., date, location, individuals involved)

- Any steps already taken to resolve the issue
- Desired outcome or resolution

5. Acknowledgment of Complaints

All complaints will be acknowledged within **10 working days** of receipt. The acknowledgment will include:

- A summary of the complaint
- The name and contact information of the individual responsible for managing the complaint
- The expected timeframe for resolution

6. Investigation Process

- **Step 1: Preliminary Review** – A member of staff or complaints officer will review the complaint to assess its nature and severity.
- **Step 2: Full Investigation** – If necessary, a full investigation will be conducted, which may involve interviews with relevant individuals, examination of records, and gathering additional evidence.
- **Step 3: Resolution** – A decision will be made based on the findings. The complainant will be informed of the outcome, along with any actions or changes resulting from the complaint.

7. Timescales for Resolution

- **Minor complaints:** Resolved within **5 working days**.
- **Complex complaints:** Resolved within **20 working days**, or within an agreed timeframe.
- Regular updates will be provided if the investigation takes longer than expected.

8. Outcome of Complaints

After an investigation, the complainant will be informed of:

- Whether the complaint is upheld or not
- Any corrective actions or improvements that will be implemented
- Any apology, explanation, or compensation, if applicable

9. Appeals and Escalation

If a complainant is dissatisfied with the outcome or the way their complaint has been handled, they have the right to appeal. Complaints can be escalated to:

- A senior manager or directors
- The ombudsman

10. Confidentiality

All information regarding complaints will be handled in accordance with data protection laws. Personal information shared during the complaint process will not be disclosed to unauthorised persons.

11. Learning from Complaints

Complaints provide an opportunity to improve care and services. The organisation will:

- Record and analyse complaints to identify any recurring issues or trends.
- Implement improvements in policies, procedures, and training where needed.
- Communicate changes or improvements made as a result of complaints to stakeholders.

12. Contact Details

For complaints, contact:

- **Complaints Officer/Designated Person:** Laura Marshall
- **Email:** admin@llcg.co.uk or 360homecheck@llcg.co.uk